

Appeals & Fair Hearings

Filing an Appeal & Fair Hearing

An appeal is a complaint you make when you think an action about your benefits or covered services is wrong. You can appeal any decision your health plan makes. When you appeal, you are asking for a fair hearing. At the fair hearing, you will talk about your complaint. You must make your appeal within **60** days of when an action happened. To learn more about appeals and fair hearings; see your health plan's member handbook. Or go to your health plan's website. You can also call your health plan's Member Services helpline.